Welcome to the Minnesota WIC Program
Participant-Centered Webinar Series
As you enter the room, please <u>mute</u> your phone

Please do not put the phone call on hold (we will all hear the music☺)
If your phone does not have a mute function, *6 will mute your phone

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Senior Associate

MINNESOTA
WIC
Connecting with You
NUTRITION FOR WOMEN, INFANTS & CHILDREN

Welcome

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Guidelines

▲ Phones on mute
▲ Raise hands
▲ Chat box

The Plan

▲ Topic area: Handling Sensitive Topics in Counseling

▲ Sensitive topics: what makes them sensitive

▲ Asking about sensitive topics

▲ Sharing information about sensitive topics

Sensitive Topics: What are They?

- Weight Issues
- High maternal weight gain
- Improper feeding behaviors
- Late weaning
- Failure to thrive
- Substance abuse
- Smoking
- Mental health issues
- Postpartum depression
- Vaccinations
- Behavioral delays / issues
- Food insecurity
- Bottle use
- Breastfeeding
- Domestic violence

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What Makes a Topic Sensitive?

- Our own anxiety
- The participant's anxiety
- The potential for resistance

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The Emotions of Sensitivity

- Embarrassment
- Fearing judgement
- Feeling judged
- Topics not normally discussed
- Shame
- Guilt

Emotions…They Happen

- Emotions happen at WIC
- Be ready
- Notice them
- Listen

Assessment: Asking About Sensitive Topics

- Open-ended questions
- Normalizing
- Practicing non-judgement
- Asking permission
- Transparency
- Providing a range

Open-Ended Questions

- Be open about sensitive topics, spend more time listening to client rather educating them. Use open ended questions to get them talking about their thoughts, feelings and beliefs on the issue.
- Open questions, asking what they think about child/own weight or nutrition.
- [Ask] how they feel about the topic, ask what their MD has said.
- Do you have any concerns about... ?; or Has the Doctor had any concerns about ...? What thoughts do you have about weaning from the bottle?

Normalizing

- I say, "some parents worry about ...(concern that client has not brought up); how do you feel about this? Have you ever thought about this?
- Telling them that we often talk to families with these struggles and ask if they struggle in one of these areas.
- More in a generic sense like this is something we always ask and areas we like to help with.

Normalizing

- Pregnancy is a time when some women have sad or anxious thoughts. Has this been an issue for you?
- Some parents feel frustrated when it comes to getting children to be more active and watch less T.V. Have you ever felt like that?
- Some women experience physical or verbal abuse in their homes by family members, boyfriends or spouses and we help them with resources. Do you have any problems with this?

Non-Judgement

- Be straightforward, nonjudgmental.
- Ask open ended questions in a non-judgmental way.
- Ask it matter-of-factly.

Asking Permission

- Is it ok if I ask you some questions about your feelings around your weight and eating habits?
- Would it be alright with you if I asked you some questions about your alcohol use?

Transparency

Transparency

- Asking permission first and telling them the reason why you are asking for the information, asking their thoughts and feelings about it first, asking for feedback about information you share.
- Frame it as a "standard" question, use non-judgmental language.
- Inform them what you'll be doing first & why before you ask the questions.

Transparency

Remember why we ask, use this with clients if needed. For example- we screen for alcohol and drug use because we have resources to help women who are struggling with addiction, or, this is a safe place to discuss concerns like these (substance abuse /intimate partner violence). WIC is here to help and support you if you struggle with these issues.
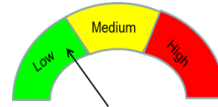
Having the Referrals Ready

Being Direct

Providing a Range

- Some people smoke a few cigarettes a day and some smoke several packs a day. What is your smoking like?

- Some women exercise very rarely and others exercise almost every day. What about you?

Poll Question

Sharing Information

- To share or not to share
- Knowledge gap
- Sharing a concern

Resisting the Righting Reflex

- Parent who doesn't want advice or want to change based on what other people think (including WIC staff and doctors).

- Parents that are disengaged, not interested or hostile to any input or questions about the sensitive topic.

- When parents say child is fine and the parents are overweight too.

- When a parent shuts down about a topic or doesn't seem concerned.

Resisting the Righting Reflex

Sharing Information

- Holding education
- Ask about knowledge base
- Using curiosity
- Normalizing
- Asking permission
- Providing recommendations

Holding Education

- Wait until the very end to offer any recommendations/ suggestions for improvement. We want the client to feel comfortable talking/opening up and they won't if every time they say something we butt in with facts/guidelines.

Open-ended Questions

- Asking if they have are interested in getting information or suggestions about a specific topic.
- Use open ended questions to keep the client at the center of the conversation. Let the client solve the issue while I act as a guide in the conversation.
- I ask them, "How do you feel about...?" or "What are some questions/concerns you may have regarding this topic?"
- What, if anything, do you have interest in changing? When do you think is the best time to wean from the bottle or introduce solid foods? What have you heard about Vitamin D?

Ask about Knowledge Base

- Asking "What have you heard about..."
- I usually ask "What do you know" about the particular topic. They may not be educated and that is why they are not concerned or if they are educated then explore how they came to the decision to not change the behavior.
- Asking how they feel about the behavior overall, asking what they have heard from outside sources like family members, friends, medical provider.
- Asking what they have tried to do to remedy a situation.

Using Curiosity

- Put the emphasis on other parents or professionals; such as "Some parents have told me that giving water instead of juice between meals helps improve the appetite at meals. Do you think that juice could be affecting your child's appetite?"
- I choose my words carefully. I phrase the topics with "I wonder" or "tell me why you....". I want to be careful that they don't feel that I am "judging" what they are doing.

Normalizing

- I may ask if they have any nutrition related topics to discuss for their child's age group- if they have nothing to bring up, I will say-many parents ask about _____, what do you think?
- Sometimes I come across parents who are concerned about (blank) at this age. How do you feel about this with your child?
- Something some parents wonder about at this age is how to wean from the bottle. Can I share some strategies?" or "Sometimes milk intake can be related to low iron. Would you like to know more about that?
- State that many people struggle with similar issues, ask if ok to discuss some solutions that have worked for others, Ask if they would like to discuss topic etc.

Asking Permission

- Ask if I can share a possible concern.
- Ask if I can discuss something I see about the child etc., mention that WIC is a health screening program and we try to help parents give their kids the healthiest start possible.
- Ask permission to problem solve with them.
- Ask for permission to offer some suggestions, praise something they are doing well, then offer the AAP guidelines on _____, contrast to what the parent stated about their family, then ask how they feel about that/if they feel like there are any changes that could be made.

Providing Recommendations

- Stay objective as possible, explain why the concern is important to address, provide information in non-judgmental way.
- I will say, "Most doctors recommend. . " or "According to the American Academy of Pediatrics. . ." or "dentists and doctors are now recommending."
- Ask if they have every received info about it, ask permission, ask for feedback.

Poll Question

When a parent is proud of a feeding practice with their child, such as early introduction of solids.

When parent is proud of practice that CPA sees as unhealthy.

Expressing a Different Viewpoint

Vaccines

- Negating beliefs often backfires
- Share your opinion if asked (or doubt)
- Explore common goals
- Offer facts or research statistics
- Reinforce autonomy

Poll Question

Time to Share

Thank You